

## Fife Community Mediation

Fife Community Mediation Service know that other people's noise can be a source of major irritation for many neighbours but you might not know the best way to tackle it.

If you need any help with a noisy neighbour phone Fife Community Mediation on **01592 641618** or email **info@fifecm.sacro.org.uk** for free, confidential advice.



Noise Action Week is an annual initiative held in April/May coordinated by Environmental Protection UK that aims to raise awareness of the problems caused by neighbour noise and the solutions available to tackle it. It provides an opportunity for local authorities, housing providers, mediation services and all those involved in neighbour noise management to raise awareness of services available and promote practical solutions.



## Noise Action Week aims to:

- Promote practical solutions to everyday noise problems
- Promote communication and consideration between neighbours
- Encourage local authorities and mediation services to inform the public of services available
- Educate and inform noise makers and noise sufferers about noise reduction
- Encourage everyone to take a quiet moment to consider the noises they make and the noise that affects them - and what can be done to reduce the impact

# NOISE

## don't suffer in silence!

Noise from neighbours can cause annoyance, lack of sleep, stress, and generally affect quality of life.



If you are experiencing problems with domestic noise there are a number of options open to you:



## Night Time Noise Team

Examples of types of noise covered by this Service are:

- Music/Stereo etc
- Party
- DIY - 'banging'
- Television
- Barking Dogs
- Domestic Appliances

How to contact the NTNT:



The Night Time Noise Team operates seven days a week from 5.30pm to 03.30am. You can report night - time domestic noise nuisance to the Night Time Noise Team by contacting Fife Police on 0845 6005702

## Day-Time Domestic Noise

**Fife Council has a dedicated officer dealing with domestic noise from 9am to 5pm Monday to Friday.**

If the person making the noise is a council or housing association tenant then you should contact your local services advisor or housing officer for advice in the first instance. If the person making the noise owns their own house or if they are renting from a private landlord then please contact us directly to report the matter and get further advice.

The Day-Time Officer can be contacted by:  
Phoning the Customer Contact Centre on **08451 550022**

## Public Protection Team

Environmental Services Public Protection Team investigates noise from commercial/business premises under the provisions of the Environmental Protection Act 1990. Noise from construction sites and loudspeakers in the street can be dealt with using separate provisions contained in the Control of Pollution Act 1974.

The Team also advises the Planning Authority and Licensing Board.

The Public Protection Team can be contacted on **08451 550022**.

For complaints regarding licensed premises in Fife **CALL** the Licensing Standards Officers **VOICE MAIL** on **08451 555555 ext 446925/6**. The LSOs work shifts 2pm to 1am, 7 days a week. Leave a message and they will get back to you as soon as they can.

## Housing Investigation Team

**The Housing Investigation Team (HIT) is a Fife Council service dedicated to dealing with complaints of anti-social behaviour, regardless of housing tenure.**

**By our definition, being anti social is behaving in a way which causes, or is likely to cause, alarm and distress to others.**

**This includes, but is not limited to**

- Persistent excessive noise
- Physical assault
- Verbal abuse
- Racial harassment
- Loud Music



If you require advice on any ongoing neighbour issues you may have then the Housing Investigation Team can be contacted on **01592 583642**, or e-mail us at **housing.investigations@fife.gov.uk**